

Reference: 01974269

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

10 April 2025

Dear,

### Freedom of Information request: Right to know request

Thank you for your request for information concerning parcels sent from the UK.

We received this request on 18 March 2025 and we have considered your request under the Freedom of Information Act 2000.

#### Your request

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*Would it be possible to provide the volume of parcels sent from the UK split by consumer senders (C2X) and business senders (B2X)? Also, is it possible to split 'Figure 1.2: Total measured parcel volumes and domestic volumes by speed of delivery (millions)' by C2X and B2X? (I note in the post monitoring report it says that the C2X segment accounts for ~10% of parcels)?*

#### Our response

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We understand your request as relating to data points from our Annual monitoring report on the postal market 2023/24.

We do not hold the volume of parcels sent from the UK split by - consumer (C2X) and business (B2X) senders as we do not collect this data. We note your reference to Figure 1.2 of our [Annual monitoring report 2023/24](#), however the relevant data point is an Ofcom estimation. We have explained in a previous freedom of information [request](#) how this estimation was derived without collecting C2X and B2X data. We collect data on UK parcels volumes, split between single piece and bulk and we used those volumes as a proxy to estimate C2X and combined B2C/B2B volumes respectively.

I hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

#### Information Requests

##### Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

**Taking it further**

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).