

## Your response

Question	Your response
<p><b>Question 2.1: Do you agree with Ofcom’s proposed regulatory approach for regulating postal services over the next 5-year period (2022-2027)? If not, please explain the changes you think should be made, with supporting evidence.</b></p>	<p>Confidential? – Y / N</p> <p>I dont have much of an opinion about any of this but I want to report something and see if it can never happen to anyone else again</p> <p>My friend is in her 80s and she received a large parcel</p> <p>the delivery man left it against the door – it is an outward facing door</p> <p>so she was totally trapped in the house</p> <p>thankfully – serendipitously – a friend called by at the right time but otherwise this could have been v serious</p> <p>this is unacceptable behaviour</p> <p>there are 10 million deliveries, frequently changing drivers.. I have no idea how such a message gets across but ...</p> <p>I wanted it to go SOMEwhere</p> <p>thank you xx</p>
<p><b>Question 3.1: Do you agree with our proposed approach to sustainability of the universal service? Please substantiate your response with reasons and evidence.</b></p>	<p>Confidential? – Y / N</p>
<p><b>Question 4.1: Do you agree with our proposal to maintain the historic approach but with the additional requirement on Royal Mail to set and report against a five-year expectation? Please substantiate your response with reasons and evidence.</b></p>	<p>Confidential? – Y / N</p>
<p><b>Question 4.2: Do you agree with our proposals in relation to the monitoring and publication of the efficiency expectations prepared by</b></p>	<p>Confidential? – Y / N</p>

<p><b>Royal Mail? Please substantiate your response with reasons and evidence. Please substantiate your response with reasons and evidence.</b></p>	
<p><b>Question 5.1: Do you agree with our proposed approach of maintaining the current regulatory safeguards of the safeguard cap, high quality of services standards, and requirements on access to universal services? Please substantiate your response with reasons and evidence.</b></p>	<p>Confidential? – Y / N</p>
<p><b>Question 5.2: Do you agree with our proposal to not impose further regulatory requirements on Royal Mail in relation to Redirection pricing, following implementation of its improved Concession Redirection scheme? Please substantiate your response with reasons and evidence.</b></p>	<p>Confidential? – Y / N</p>
<p><b>Question 5.3: Do you have any further evidence on other issues raised in this section?</b></p>	<p>Confidential? – Y / N</p>
<p><b>Question 6.1: Do you agree with our assessment of the parcels market, namely that it is generally working well for consumers, but improvements are needed in relation to complaints handling and meeting disabled consumers’ needs? Please substantiate your response with reasons and evidence.</b></p>	<p>Confidential? – Y / N</p>
<p><b>Question 6.2: Do you agree with our assessment of the consumer issues in relation to complaints handling and our proposed guidance? Please substantiate your response with reasons and evidence.</b></p>	<p>Confidential? – Y / N</p>
<p><b>Question 6.3: Do you agree with our assessment of the issues faced by disabled consumers in relation to parcel services and</b></p>	<p>Confidential? – Y / N</p>

<p><b>our proposed new condition to better meet disabled consumers' needs? Please substantiate your response with reasons and evidence.</b></p>	
<p><b>Question 7.1: Do you agree with our proposal not to include tracking facilities within First and Second Class USO services? Please substantiate your response with reasons and evidence.</b></p>	<p>Confidential? – Y / N</p>
<p><b>Question 7.2 Do you have any further evidence or views on other issues relating to USO parcels regulation? Please substantiate your response with reasons and evidence.</b></p>	<p>Confidential? – Y / N</p>
<p><b>Question 8.1: Do you agree with our proposals on the scope of access regulation? Please substantiate your response with reasons and evidence.</b></p>	<p>Confidential? – Y / N</p>
<p><b>Question 8.2: Do you agree with our proposals on access price regulation? Please substantiate your response with reasons and evidence.</b></p>	<p>Confidential? – Y / N</p>
<p><b>Question 8.3: Do you agree with our approach and proposals for the non-price terms of access regulation? Please substantiate your response with reasons and evidence.</b></p>	<p>Confidential? – Y / N</p>

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