



# Consultation response form

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

Consultation title	The future of the universal postal service
Full name	[REDACTED]
Contact phone number	[REDACTED]
Representing (delete as appropriate)	Self / Organisation
Organisation name	_____
Email address	

## Confidentiality

We ask for your contact details along with your response so that we can engage with you on this consultation. For further information about how Ofcom handles your personal information and your corresponding rights, see [Ofcom's General Privacy Statement](#).

Your details: We will keep your contact number and email address confidential. Is there anything else you want to keep confidential? Delete as appropriate.	<del>Nothing / Your name / Organisation name / Whole response / Part of the response (you will need to indicate which question responses are confidential)</del> My address
Your response: Please indicate how much of your response you want to keep confidential. Delete as appropriate.	None / Whole response / Part of the response (you will need to indicate below which question responses are confidential) JUST MY ADDRESS
For confidential responses, can Ofcom publish a reference to the contents of your response?	Yes / No AND SIGNATURE. This entire response may be published

## Your response

Question	Your response
Question 1: Do you agree that we have identified the correct aims, sup-	Confidential? - Y (N)

Question	Your response
<p>porting principles and features of the USO? Do you consider that these should continue to be respected as far as possible when assessing potential changes to the USO?</p>	<p>AN ODD QUESTION. I HAVE NO REASON TO BELIEVE YOU HAVE NOT CORRECTLY UNDERSTOOD THE EXISTING LAW OR THE ASSOCIATED OBLIGATIONS UPON ROYAL MAIL, ALBEIT THESE ARE OFTEN NOT MET BY THEM.</p>
<p>Question 2: Do you agree with our assessment of the direction of change in postal needs of residential (including vulnerable) users and SMEs? Are there other factors relevant to their future demand which we have not considered?</p>	<p>Confidential? - Y / <input checked="" type="radio"/> N <u>NO</u> - YOU HAVE (ALBEIT WITH SOME RESEARCH) ADOPTED A DEFEATIST - SERVICE REQUIREMENT MUST REDUCE - AKIN TO THE MINDSET OF ROYAL MAIL. THE EXISTING STANDARD NEEDS ENFORCING TO STOP USAGE DECLINE.</p>
<p>Question 3: Do you agree with our assessment of the bulk mail market? Are there other factors relevant to its future evolution which we have not considered?</p>	<p>Confidential? - Y / <input checked="" type="radio"/> N  No view.</p>
<p>Question 4: Are there specific events/changes that could trigger a significant change in demand for large mail users, including public services?</p>	<p>Confidential? - Y / <input checked="" type="radio"/> N  NOT IN FORSEEABLE FUTURE</p>
<p>Question 5: Do you agree with our proposed approach to estimating the financial burden of the USO?</p>	<p>Confidential? - Y / <input checked="" type="radio"/> N  NO YOU SEE IT AS A BURDEN WHEN IT IS AN ASSET - IF ENFORCED.</p>
<p>Question 6: Do you agree with our considerations regarding the unfairness of the financial burden of the USO?</p>	<p>Confidential? - Y / <input checked="" type="radio"/> N  NO - THERE IS NOTHING UNFAIR. THE PRIVATISED ENTITY ACCEPTED THE TERMS AND SHOULD DELIVER.</p>
<p>Question 7: Do you agree with our considerations regarding the impact of the financial burden of the USO?</p>	<p>Confidential? - Y / <input checked="" type="radio"/> N  NO - IT IS AN ASSET, A PUBLIC RIGHT, NOT A BURDEN.</p>
<p>Question 8: Do you agree with our analysis of the different options avail-</p>	<p>Confidential? - Y / <input checked="" type="radio"/> N  NO - THE ISSUE IS RUNNING</p>

Question	Your response
able to change the USO and the impact of those changes on residential (including vulnerable) users, SMEs and bulk mail users? If not, please explain why and set out any option(s) which we have not considered.	ROYAL MAIL CORRECTLY AND IN THE PUBLIC INTEREST.
Question 9: Which option(s) do you consider would be most appropriate to address the challenges we have identified, while also ensuring that users' needs are adequately met?	Confidential? - Y (N) FAR STRICTER REGULATION TO REQUIRE COMPLIANCE. STATUTORY OR REGULATORY CONTROL OVER EXEC PAY + BONUSES.
Question 10: Do you have any other views about how the USO should evolve to meet users' needs?	Confidential? - Y (N) IT OUGHT TO BE MAINTAINED AS SPEEDY 1 DAY DELIVERY IS AN IMPORTANT PART OF UK LIFE.

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I AM A RETIRED SENIOR ROYAL MAIL EXECUTIVE NOW LIVING IN ROMANIA AND RELY ON SPEEDY LETTER AND SMALL PACKET, ORDINARY AND REGISTERED, MAIL BETWEEN ROMANIA AND UK AND UK AND ROMANIA. I WATCHED ALL THE RECENT COMMONS SELECT COMMITTEE HEARINGS AND IT WAS CRystal CLEAR THE ROYAL MAIL BUSINESS WAS BEING MIS-MANAGED, SERVICE STANDARDS (INCLUDING LEGAL USO) FLAGRANTLY IGNORED AND A "MANAGED DECLINE" BEING ORCHESTRATED TO SEEK TO FORCE REMOVAL OF THE USO AND ACHIEVE HIGHER EXEC PAY + BONUSES, AND HIGHER SHAREHOLDER PAY OUT. A SERVICE THAT CONSISTENTLY FAILS AND WHERE REGULATORY ACTION IS WEAK (SORRY BUT IT HAS BEEN) HAMEGORES BUSINESS. IT IS WITHIN LIVING

4/6

MEMORY THAT ONE COULD POST A LETTER AT  
2.25 AM IN THE MORNING ONTO A TRAVELLING  
POST OFFICE UP SERVICE AND IT BE DELIVERED  
IN LONDON THE NEXT DAY, OR POST IN A TOWN  
AT 10 AM IN THE MORNING AND BE DELIVERED ON  
THE DAY'S 2ND DELIVERY. OK, WE MOVED TO  
ONLY STATIC SORTING OFFICES, INTRODUCED HUBS (AKA  
MAIL CENTRES) AND WENT TO 1 DAILY DELIVERY.  
THAT'S A REASONABLE COMPROMISE AND ACCOMPANIED  
BY NEXT DAY DELIVERY (APART FROM A FEW LOCAL  
EXCEPTIONS) THE RIGHT PLACE STILL TO BE.  
YET ROYAL MAIL OFTEN FAIL TO DO THAT. THEY  
ALSO HAVE A SENSE OF DENIAL OF FAILURES OR  
WHEN FINALLY FORCED TO ADMIT THEM, DENY THEY ARE  
SYSTEMIC OR LIKELY TO RECUR. IN MY 3 1/2 YEARS  
LIVING IN ROMANIA, ROYAL MAIL HAVE FAILED TO  
PROPERLY REDIRECT MAIL (THAT SERVICE I HAVE PAID FOR -  
FOR ONE YEAR THEY CONCEDED IT WAS SO BAD  
THEY REFUNDED THE ENTIRE (€ 200) AND HAVE LOST  
AND/OR FAILED TO SCAN INBOUND AND TRANSIT (IE  
TO OTHER COUNTRIES VIA UK) REGISTERED MAIL.  
I AM CONVINCED THAT ROYAL MAIL TOP EXECUTIVES  
HAVE FAILED TO DELIVER THE USO AND APPEAR  
TO LET THAT FAILURE LEAD TO A REDUCED  
USO. PRICES HAVE BEEN HIKE TOO - FOR INSTANCE  
GERMANY TO UK IS €1, SO AUSTRIA TO UK €1,40 AND

5/6  
SLOVAKIA TO UK (€1,50) yet Royal Mail to  
EUROPE (€2,50). DIFFERENCES APPLY IN DOMESTIC  
RATES TOO. ROYAL MAIL LETTER SERVICES ARE  
ONLY UNCOMPETITIVE BECAUSE THEY ARE NOT  
BEING DELIVERED TO SPEC AND ARE BEING  
OVER PRICED.

THE SEGREGATING OF 1ST AND 2ND CLASS  
MAIL HAS ACTUALLY ADD COST SO  
ELIMINATING THE TWO CLASSES MIGHT MAKE  
SENSE.

ROYAL MAIL SHOULD BE LIMITED IN ITS PRICE  
INCREASES. INDEED A REDUCTION WITH  
ELIMINATION OF 2 CLASSES, WITH USO MAINTAINED  
MIGHT AID BUSINESS RECOVERY.

ROYAL MAIL HAS ALSO FAILED TO CREATE  
A MUTUALLY ADVANTAGEOUS RELATIONSHIP WITH  
ITS WORKFORCE AND NOT HELD LOCAL  
MANAGERS TO ACCOUNT FOR USO SERVICE  
DELIVERY AND OTHER DUTIES, AND FOR DECENT  
TREATMENT OF THE WORKFORCE.

DUPLICATION OCCURS WITH SEPARATE STAFF DELIVERING  
LETTERS AND PACKETS, AND A FOCUS ON  
POSTAL WORKERS WALKING.

I AND MANY OTHERS NEED THE EXISTING  
USO AND ASSOCIATED STANDARDS MET.  
MAIL FROM UK SHOULD REACH ROMANIA<sup>(OFFICE OF EXCHANGE)</sup> BY AIR  
WORST THE 2ND DAY AFTER POSTING AND  
DELIVERY WITHIN ROMANIA INTERCATED. THIS WOULD BE

BE ENTIRELY CONSISTENT WITH THE <sup>WORKING</sup> 3-5 DAYS (NON GUARANTEED) <sup>6/6</sup>  
SERVICE OFFERED TO THE PUBLIC BY ROYAL MAIL. IT IS RARELY  
ACHIEVED (ROMANIA BACK STAMP THE LETTERS WHEN THEY REACH  
ROMÂNIA.).

PLEASE RE-THINK. <sup>1</sup> KEEP THE EXISTING USO

- ② RESTRICT EXECUTIVE PAY AND BONUSES
- ③ RESTRICT SHAREHOLDER DIVIDENDS
- ④ ENFORCE THE EXISTING USO AND ALL REGULATORY REQUIREMENTS
- ⑤ CONSIDER ELIMINATING 1ST AND 2ND CLASS, DELIVER ALL (NON DISCOUNTED BULK) AS 1ST CLASS, AND CONSIDER REDUCING PRICE.

03 - APR - 2024