

Your response

Question	Your response
<p>Question 1: Do you agree that we have identified the correct aims, supporting 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>The Royal Mail continues to fail to deliver items for which it has been paid and for the delivery of which it has made a guarantee. Until this failure is rectified no other reforms are worth considering.</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>The Royal Mail continues to fail to deliver items for which it has been paid and for the delivery of which it has made a guarantee. Until this failure is rectified no other reforms are worth considering.</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>The Royal Mail continues to fail to deliver items for which it has been paid and for the delivery of which it has made a guarantee. Until this failure is rectified no other reforms are worth considering.</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>The Royal Mail continues to fail to deliver items for which it has been paid and for the delivery of which it has made a guarantee. Until this failure is rectified no other reforms are worth considering.</p>
<p>Question 5: Do you agree with our proposed approach to estimating the financial burden of the USO?</p>	<p>The Royal Mail continues to fail to deliver items for which it has been paid and for the delivery of which it has made a guarantee. Until this failure is rectified no other reforms are worth considering.</p>
<p>Question 6: Do you agree with our considerations regarding the unfairness of the financial burden of the USO?</p>	<p>The Royal Mail continues to fail to deliver items for which it has been paid and for the delivery of which it has made a guarantee. Until this failure is rectified no other reforms are worth considering.</p>

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<p>Question 7: Do you agree with our considerations regarding the impact of the financial burden of the USO?</p>	<p>The Royal Mail continues to fail to deliver items for which it has been paid and for the delivery of which it has made a guarantee. Until this failure is rectified no other reforms are worth considering.</p>
<p>Question 8: Do you agree with our analysis of the different options available 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.</p>	<p>The Royal Mail continues to fail to deliver items for which it has been paid and for the delivery of which it has made a guarantee. Until this failure is rectified no other reforms are worth considering.</p>
<p>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?</p>	<p>The Royal Mail continues to fail to deliver items for which it has been paid and for the delivery of which it has made a guarantee. Until this failure is rectified no other reforms are worth considering.</p>
<p>Question 10: Do you have any other views about how the USO should evolve to meet users' needs?</p>	<p>The Royal Mail continues to fail to deliver items for which it has been paid and for the delivery of which it has made a guarantee. Until this failure is rectified no other reforms are worth considering.</p>

Please complete this form in full and return to futurepostalUSO@ofcom.org.uk.