

To Whom It May Concern,

I have significant concerns with Ofcom's current proposals in the Review of the Universal Postal Service - they significantly underestimate consumers' genuine postal needs and, if implemented, will cause harm to my business.

The consultation downplays critical issues of affordability, reliability, and timely delivery, despite clear evidence of a decline of postal service standards since 2021.

This review was originally about proposals to change delivery frequency – but Ofcom now appears to be using the consultation as justification to also negatively impact the reliability, and affordability of Royal Mail services — despite the clear evidence in Ofcom's own research that these are critical priorities for consumers when sending post.

I am concerned that this approach will further suppress letter volumes, and is likely to destabilise, rather than improve, the financial sustainability of the Universal Service Obligation (USO).

What's more, I strongly oppose reducing service frequency and lowering performance targets, particularly for First and Second Class mail.

Such changes will inevitably undermine consumer trust and affordability, disproportionately affecting those who rely on postal services the most.

Ofcom's own evidence shows significant consumer dissatisfaction with current delivery times, yet the proposed changes would further degrade these standards and potentially lead to future government intervention.

Yours sincerely,

Karen Wilson

Owner

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