

postwatch

From the Chief Executive

T 020 7259 1209

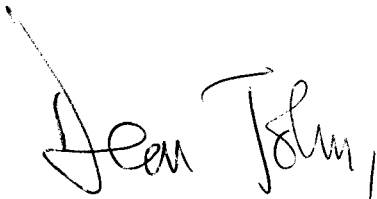
F 020 7730 3044

E howard.webber@postwatch.co.uk

W www.postwatch.co.uk

John Duncan
Head of Regulatory Strategy
Royal Mail
148 Old Street
London
EC1V 9HQ

20 July 2007



Statement of Agreement: Cessation of Collections on Sundays & Bank Holidays

Under licence condition 21(3) Royal Mail may apply to Postwatch for a statement of agreement in relation to non-price terms. You sent us your application to end Sunday and Bank Holiday collections.

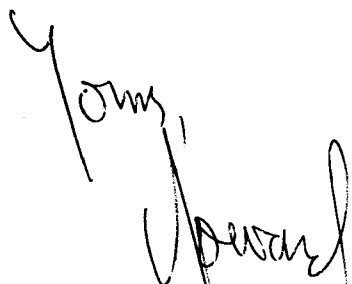
Postwatch Council have considered the details and evidence in your application. We also commissioned further research of customer use for this service. The findings of this research are attached to this letter (and available on our website).

In considering the application the Council had three further issues on which it wanted assurances:

- that Royal Mail will undertake a full communication plan to inform customers of the change, including tailored communications for the business customers who currently receive a Sunday collection;
- that information on collection plates will be clearly amended; and
- that post boxes in areas with high usage will be monitored and emptied if there is a risk of overflowing.

Customer complaints T 08456 013265
Postwatch, 28 Grosvenor Gardens, London, SW1W 0TT
F 020 7730 3044
E info@postwatch.co.uk www.postwatch.co.uk

Provided that you can give these assurances, this letter will constitute a statement of agreement in relation to the cessation of collections on Sundays and Bank Holidays. As you will appreciate, the agreement is to this application only, and is based on the material you have provided us with and our own research. It is of course entirely without prejudice to our views on any application which Royal Mail might make to change other aspects of its service.

A handwritten signature in black ink, appearing to read 'Howard Webber', written in a cursive style. The signature is positioned above the printed name.

Howard Webber

Copy: Sean O'Hara, Postcomm

Ipsos MORI

Postwatch – Sunday/Bank Holiday Collections

Ipsos MORI interviewed a representative sample of 1,012 adults aged 18+ in Great Britain.

Interviews were carried out over the telephone between the 16th and 18th May, 2007.

Data are weighted to the national GB profile.

The figures quoted are percentages based on 1,012, unless stated otherwise - such as users (680).

Where figures do not sum to 100 per cent, this may be due to computer rounding the decimal places up or down (such as when combining 'Often' and 'Sometimes'), to multiple responses or to the exclusion of "Don't know/Not stated" responses.

An asterisk (*) denotes a figure of greater than zero but less than 0.5%

ASK ALL

Q1. Royal Mail currently collects from some post boxes on Sundays and Bank Holidays. How often do you post something on a Sunday or a Bank Holiday to catch the collection on that day? – often, sometimes, very seldom or never?

	<u>Base: all (1,012)</u>
	%
Often	9
Sometimes	23
Very seldom	34
Never	34
Don't know	*
<i>Often/sometimes</i>	32
<i>Often/sometimes/very seldom</i>	66

Q2 ASKED OF ALL WHO USE SUNDAY/BANK HOLIDAY COLLECTIONS (680).

Q2. What type of mail is this usually? READ OUT

BASE:	<u>All asked (680)</u>	<u>Total sample (1,012)</u>
	%	%
Greetings Card	80	53
Correspondence	64	42
Bill	44	29
Other financial mail	33	22
Marketing response item	16	11
Other	24	16
Don't know	2	1

Q3 ASKED OF ALL WHO EVER USE SUNDAY/BANK HOLIDAY COLLECTIONS (680)

Q3. When you use Sunday or Bank Holiday collections, in general, how important is it that the item you send arrives on Monday or the next working day– would you say it is crucial, quite important or not very important?

BASE:	<u>All asked (680)</u>	<u>Total sample (1,012)</u>
	%	%
Crucial	14	9
Quite important	53	35
Not very important	24	16
Not at all important	8	6
Don't know	1	*
<i>Crucial/quite important</i>	<i>67</i>	<i>44</i>
<i>Not very/not at all important</i>	<i>32</i>	<i>21</i>
<i>Not applicable</i>		<i>33</i>

(Of the 331 who use the service 'often or sometimes', 80% said it was 'crucial/quite important')

Q4 ASKED OF ALL WHO EVER USE SUNDAY/BANK HOLIDAY COLLECTIONS (680)

Q4. If there were no Sunday/ Bank Holiday collections for delivery on Monday or the next working day, would you be - very inconvenienced, a little inconvenienced or indifferent?

BASE:	<u>All asked (680)</u>	<u>Total sample (1,012)</u>
	%	%
Very inconvenienced	15	10
A little inconvenienced	44	29
Indifferent	41	27
Don't know	1	*
<i>Very/a little inconvenienced</i>	<i>59</i>	<i>38</i>
<i>Not applicable</i>		<i>33</i>

(Of the 331 who use the service 'often or sometimes', 23% said they would be 'very inconvenienced')